

NEW JERSEY STATE EMPLOYMENT & TRAINING COMMISSION
ONE-STOP CHARTERING CRITERIA

Criterion #1: Customers (employers and job seekers) view the One-Stop as the source of workforce development related services.

- Customers are able to access all services through one location.
- Staff assisting customers in the career resource area or while providing other common functions will identify themselves by service function as One-Stop Career Center staff, not by any particular agency.
- State and local materials present consistent information as a single unit, service-focused One-Stop Center and identify particular agencies only when necessary.
- Services are provided in a consistent, integrated or coordinated manner across agency staff and in accordance with mutually agreed upon policies and procedures.

Criterion #2: Customers (employers and job seekers) receive assistance through a user-friendly service delivery system.

- Customers are individually greeted upon walking in the door.
- Staff proactively facilitate customers through the identification, access and use of all services.
- An adequately staffed public resource area is available to customers upon entering the One-Stop Center.
- There are clear and understandable signs and written materials to promote customer awareness of, access to and use of services in the career resource area.
- Career resource areas and activities are available during hours as appropriate to customer demand.
- Staff proactively facilitate customers who are enrolled in intensive services through the process of using services.
- Staff proactively facilitate employer customers through the process of using services.
- Services are provided in coordination with the employer at the Business Resource Center or at the employer site, whenever feasible.

Criterion #3: Customers (employers and job seekers) can access services in a timely manner.

- Customers are greeted and directed to services immediately upon entering the One-Stop Career Center.
- Customers can become aware of the services available (through written materials or display) immediately upon entering the One-Stop Center.
- Customers can access any service within a reasonable timeframe—immediately whenever possible.
- The frequency of scheduled services is determined by the level of customer demand.
- The level and number of any given resource is determined by the level of customer demand. (e.g., there are enough computers).
- Employers receive services based on the timeframes they establish, whenever possible.

Criterion #4: Job Seeker customers receive services through a single service delivery system.

- A common Orientation to all One-Stop services is provided and integrated into any required program-specific orientations.

- An integrated or coordinated outreach strategy is used to eliminate duplication of efforts.
- An integrated or coordinated intensive service eligibility/application process is implemented to eliminate duplication or extra steps for the customer.
- An integrated or coordinated assessment process including common tools is implemented such that there is no duplication or extra steps for the customer.
- An integrated or coordinated case management system is implemented such that there is no duplication or extra steps for the customer and service plans are consistent and supportive of one another.
- An integrated or coordinated employment facilitation system is implemented such that there is the process for connecting customers to jobs is coordinated with business services and customers have access to the entire pool of job leads generated by all Partners.
- The gathering of data from the customer is conducted through an integrated or coordinated manner that facilitates sharing of information between agencies.

Criterion #5: Employer customers receive services through a unified business services delivery system.

- An integrated or coordinated outreach strategy through the Business Resource Center is used to eliminate duplication or extra contacts.
- An integrated or coordinated job matching and referral strategy through the Business Resource Center is used to ensure that applicants are properly screened and matched to the specific skill requirements of employers.
- An integrated or coordinated process is established to refer employer customers to specific services offered both through the One-Stop Center and by community-based partners.
- Materials present information as a single unit, service-focused One-Stop Career Center, and only identify particular agencies when necessary.
- Customers can learn about all services available from any staff member they encounter.
- Customers are offered access to a broad range of services (including both government and non-government programs and services) that address the needs of the business community.

Criterion #6: Customers (employers and job seekers) are able to access the services they need to successfully achieve their goals.

- Services address the needs of all local population groups.
- A continuum of services is offered where customers receive the most appropriate services based on their employment readiness level to support them in achieving their short and long-term goals.
- Services are offered through a variety of means (e.g., written, video, workshop) to accommodate the various customers served.
- Staff is available, where appropriate, to meet the special needs of customers (e.g., bi-lingual staff)
- Customer referrals to services both in the One-Stop Center and in the community are staff facilitated.
- Service plans are specifically designed to address customer's individual needs.
- Customers understand the connections between and among services and how each will help them achieve their short-term and long-term goals.
- Assessment plays a central role in assisting staff and customers in determining the customer's employment readiness level and the services he/she needs.
- Staff provide active case management to customers both before and after they obtain employment.

- Outreach is conducted to multiple customer segments including non-mandatory customers.
- Services are targeted to businesses within primary industries and growing industries and those with current or anticipated workforce shortages.
- Employer customers will be provided a single point of contact through which to access all employer services.
- The manner in which services are provided to employers is based on meeting the individual needs and hiring practices of the specific employers.

Criterion #7: Customers (employers and job seekers) are able to easily access the assistance of knowledgeable staff.

- Staff is clearly available and identifiable so that customers know who to ask for help.
- All Partner Staff are knowledgeable about all service components (Core, Intensive, Business) and how to access and use the services and resources available. (e.g., computers, self-directed assessment, literacy services, assistive technology)
- Staff clearly understand how to determine a customer's needs, identify appropriate services to address those needs and initiate the referral process as appropriate.
- Staff is knowledgeable about all policies, procedures and other documents guiding the provision of all services.
- At least one staff member is available at all times to address intensive services customer issues requiring immediate attention.
- At least one CWA staff member is available at all times to assist with critical issues related to welfare cases including compliance and supportive services.
- At least one staff member is available at all times to address an employer inquiry.

Criterion #8: Customers (employers and job seekers) can expect that services offered through the One-Stop Center will be continuously improved and that they can provide input into these changes.

- There is a customer service evaluation process and measurement system in place that measures satisfaction with both the overall service/experience and with each specific service offered.
- All staff and management participate in and contribute to an annual evaluation and ongoing periodic review of the center services as well as the development and implementation of improvement measures.
- Management and staff review the results and utilize the results of customer satisfaction surveys to improve One-Stop performance.
- A continuous improvement plan has been established that includes yearly goals and progress and accomplishments of previous goals.
- A process is in place to identify and address dissatisfied customers and address their concerns.

Criterion #9: Customers (employers and job seekers) can expect that One-Stop Centers will be well managed and supported by all Partners, the One-Stop Operator and the WIB.

- The Partners, One-Stop Operator and WIB have developed concrete and meaningful action steps to achieve their agreed upon goals and objectives.

- All levels of staff and management know and understand the vision, goals and objectives.
- The One-Stop Operator manages the day-to-day operations of the One-Stop Center(s).
- There is regular and meaningful communication between the WIB, the Partners and the One-Stop Operator, and between the One-Stop Operator and front-line One-Stop Center staff about one-stop operations including regularly scheduled and well-attended meetings.
- All Partners are held accountable for the successful implementation and operation of the One-Stop Center.
- There are clear and formal roles and responsibilities for the One-Stop Operator and Partners, particularly regarding common and co-managed functions/services.
- Partners are committed to staff development.
- Agency heads are personally involved in the planning and oversight process.
- Partners have invested in the One-Stop Center operations (e.g ,staff time, funds, space, etc.).

Criterion #10: Customers (employers and job seekers) can expect that the One-Stop Center will be high performing and provide quality customer service.

- The One-Stop Centers will meet or exceed their State-negotiated (WIA, WIA Title II and Human Services performance standards on identified common measures.
- Performance indicators and/or outcomes related to the common measures have been identified for the Center as a whole.
- Performance indicators and/or outcomes have been identified for each service provided by the One-Stop Center.
- A system is in place and activated that gathers data related to performance indicators, analyzes this data and uses the information to support continuous improvement efforts.

Criterion #11: Customers (employers and job seekers) receive services in a facility that accommodates their needs and expectations.

- The facility can accommodate special needs of customers (e.g., persons with disabilities).
- The facility has appropriate space for the Business Resource Center to conduct recruitment, applicant screening and other business-related services.
- The facility has a separate area or room where written employment-related materials and resources are available and kept up to date.
- The facility is clean, well maintained and well lit.
- There is adequate and usable workspace.
- The facility is easily accessible by public transportation and car and there is adequate parking.